

POLICIES AND PROCEDURES - RESIDENTIAL CARE FACILITIES



COMMUNITY CARE FACILITIES LICENSING PROGRAM

Written policies are needed to guide staff and ensure the health and safety of persons in care. Prior to issuing a licence, Licensees are required to develop a number of written policies as set out in the *Community Care and Assisted Living Act* and the Residential Care Regulation (RCR). In addition to meeting the minimum requirements set out in the legislation, Licensees must also develop written policies and procedures to direct staff in meeting the needs of the persons in care and to ensure their health and safety.

Section 85(1)(a) of the RCR states that a licensee must “have written policies and procedures for the purposes of guiding staff in all matters relating to the care and supervision of persons in care.”

The following policies are required by legislation for all residential facilities and homes:

| Required Policies | Legislation |
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| Fall Prevention (Long Term Care Facilities, and facilities where persons in care are at risk of falls) | RCR Section 85(2)(a) |
| Orientation of new Managers and Employees | RCR Section 85(2)(b) |
| Continuing Education of Managers and Employees | RCR Section 85(2)(c) |
| Making Complaints and Dispute Resolution Processes | RCR Section 85(2)(d) |
| Access to Persons in Care by Non-employees | RCR Section 85(2)(e) |
| Release of Children/Youths/Vulnerable Adults | RCR Section 85(2)(f) |
| Monitoring of Nutrition | RCR Section 85(2)(g) |
| Monitoring of Medication | RCR Section 85(2)(h) |
| Use of Restraints in an Emergency | RCR Section 85(2)(i) |
| Responding to Reportable Incidents | RCR Section 85(2)(j) |
| Steps to be Taken if Person in Care Leaves Without Notice (Wandering /Missing Persons Protocol) | RCR Section 85(2)(k) |
| Appropriate Manner and Schedule of Record Keeping | RCR Section 85(2)(l) |
| Policies and Procedures Established by the Medication Safety and Advisory Committee | RCR Section 85(3) |
| Emergency/Disaster Plan | RCR Section 51 |
| General Facility Outbreak Prevention and Control Policies | Director of Licensing Standard of Practice – Immunization in Adult Residential Care Facilities |

Some examples of additional policies that are recommended to ensure that the facility is meeting the requirements of Section 85(1)(a) of the RCR:**

| Additional Policies | Residential Care Regulation |
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| Admission Screening for Residents | Sections 46, 47, 48 |

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| South | Central | | North |
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| Victoria 201 – 771 Vernon Avenue Victoria, BC V8X 5A7 Ph: 250.519.3401 Fax: 250.519.3402 | Nanaimo 29 – 1925 Bowen Road Nanaimo, BC V9S 1H1 Ph: 250.739.5800 Fax: 250.740.2675 | Courtenay 355 – 11 th Street Courtenay, BC V9N 1S4 Ph: 250.331.8620 Fax: 250.331.8596 | Campbell River 200 – 1100 Island Highway Campbell River, BC V9W 8C6 Ph: 250.850.2110 Fax: 250.850.2455 |

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| Investigation Protocol | Sections 12, 52, 76 |
| Management of Persons in Care Finances | Section 79 |
| Self-monitoring of the Facility | Section 61 |
| Development of Care Plans | Sections 80, 81 |
| Transporting Persons in Care | Section 85(1)(a) |
| Responding to Minor Non-reportable Accidents, Illnesses, Medication Errors, and other Unexpected Events | Section 88 |
| Repayment Agreement for the facility (if applicable) | Section 19 of the <i>Community Care and Assisted Living Act</i> |

**This list is not comprehensive. Depending on the specific needs of the persons in your care, additional policies and procedures may be necessary to ensure their health and safety.